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ITVMO Frequently Asked Questions

This document is intended to answer frequently asked questions pertaining to the IT Vendor Management Office (ITVMO). This document will be updated as needed. If your specific question is not answered here, please reach out directly to the ITVMO Program Management Office (PMO) at ITVMO@gsa.gov or visit the ITVMO MAX page at <https://community.max.gov/x/AbtkgQ>.

What agencies and offices make up the ITVMO?

The Office of Management and Budget (OMB) Office of Federal Procurement Policy (OFPP) created the ITVMO in partnership with the General Services Administration (GSA) Federal Acquisition Service (FAS) IT Category (ITC), the National Aeronautics and Space Administration (NASA) Solutions for Enterprise-wide Procurement (SEWP) program, the National Institutes for Health (NIH) Information Technology Acquisitions and Assessment Center (NITAAC) program, and the Department of Defense (DoD) Office of Information Technology Category Management (OITCM).

What agency does the ITVMO sit within?

The ITVMO PMO resides within the GSA Federal Acquisition Service (FAS) Office of Information Technology Category (ITC).

Who determines the ITVMO's projects and priorities?

The ITVMO is governed by the ITVMO Executive Steering Committee (ESC). The ESC provides advice and consulting to the ITVMO Project Management Office (PMO) and determines the ITVMO's priorities, projects, and performance goals.

What is the purpose of the ITVMO?

The ITVMO serves as a trusted independent advisor and advocate for agencies and represents the interests of the federal IT acquisitions community to vendors. Its goal is to provide agencies with meaningful acquisition intelligence to inform and support faster and smarter IT buying decisions. The ITVMO will use and promote existing resources and conduct in-depth analysis on the federal IT marketplace.



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What problems does the ITVMO solve?

Currently, agencies are doing acquisitions independently and there is not a platform to share best practices, lessons learned, and expertise across the entire federal government. For example, agencies pay varying amounts for the same IT products and services, conduct redundant acquisition activities, and enter agreements with different terms and conditions. The ITVMO is a governmentwide office for agencies to leverage collective IT acquisitions expertise.

Why is the ITVMO needed now?

In Fiscal Year (FY) 2019, the federal government launched the Civilian Enterprise Office Solution (CEOS) working group. CEOS is a high-profile, cross-agency initiative led by the Office of Management and Budget (OMB) to increase the adoption of and standardize requirements for cloud-based email and collaboration tools.

The CEOS working group discovered significant inconsistencies in IT pricing and contract terms and conditions across agencies. Furthermore, agencies do not share IT acquisitions information in a consistent manner, lack a unifying voice to represent the collective interests to the vendor community, and lack insight on IT security and supply chain risks. Agencies lack the information and resources required to make informed IT buying decisions and realize better economies of scale.

In order to fully realize the benefits of category management across government, federal agencies need a shared voice to engage with the vendor community. In order to support standard pricing, terms, and conditions; understand vendor concentration risk; and unify vendor engagement, the Chief Information Officers Council (CIOC), Chief Acquisition Officers Council (CAOC), and the Chief Information Security Officers Council (CISOC) endorsed creating an ITVMO to provide these services on behalf of the federal government.

What services does the ITVMO PMO provide?

- **Data Analytics:** Provides insights into cost, spend, and contracting data to enable data-driven decision-making that supports and informs acquisition strategies.



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- **Subject Matter Expertise:** Provides domain expertise on IT demand management, products, services, strategic sourcing, technology trends, and purchasing best practices.
- **Vendor Relationship Management:** Provides a governmentwide office to effectively engage and promote two-way communication across industry and agencies.
- **Best-in-Class Solutions Support:** Provides integration and contracting support to reduce duplicate efforts, improve awareness, and objectively broker governmentwide use of Best-in-Class vehicles.
- **IT Security and Supply Chain Risk Management:** Provides support for security compliance and supply chain risk management.

How to schedule an appointment or consultation

To schedule an appointment or consultation with the ITVMO PMO, reach out to ITVMO@gsa.gov.

Is the ITVMO a fee-for-service program?

The ITVMO is not fee-for-service. Agencies can seek advice, consultation, and expertise from the ITVMO for no cost. The ITVMO is funded through a partnership with several agencies including GSA, NASA, and NIH.

Where can I get the latest information on ITVMO products and services?

For the latest ITVMO products and services or to learn more about future projects, please visit the ITVMO MAX page at <https://community.max.gov/x/AbtkgQ>.

Does the ITVMO only focus on IT vendor management?

No, while the office is called the *IT Vendor Management Office*, the ITVMO is more broadly focused on providing agencies with resources and acquisition intelligence to support faster and smarter IT buying decisions. This entails providing vendor management and market intelligence from a governmentwide perspective, but also providing insights from available procurement data sources, IT acquisitions and



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contracting subject matter expertise, and best practices around IT security and supply chain risk management.

How does ITVMO differ from IT Category Management?

The ITVMO supports government-wide IT Category Management strategic initiatives, but they are not the same. ITVMO expands on the goals of IT Category Management to deliver more cost savings, value, and efficiency for federal agencies, eliminate contract redundancies, and meet the government's small business goals by providing agencies with a trusted, independent advisory and advocate.

How does ITVMO differ from the Government-wide Category Management Program Management Office (GWCM PMO)?

The ITVMO works closely with the GWCM PMO to share federal procurement data and resources, but the ITVMO is specifically focused on further leveraging this data in support of the IT Category to provide IT acquisitions intelligence, subject matter expertise, and IT-specific market intelligence to agencies.

What kinds of projects will ITVMO lead?

The ITVMO ESC determines the ITVMO projects and priorities. Projects may include, but are not limited to, creating IT vendor profiles, developing a BIC Buying Guide, providing a Technology Lifecycle Report, and producing a Small Business IT Vendor Guidebook. Additionally, the ITVMO regularly solicits input and feedback from IT procurement specialists and professionals throughout the federal government and conducts working groups to collaborate on projects. For the latest information on current projects and for resources related to past projects, please visit the ITVMO MAX page at <https://community.max.gov/x/AbtkgQ>.

Who should work with the ITVMO?

The primary customers of the ITVMO are agency-level IT Program Managers, Contracting Officers, Contract Specialists, and IT procurement professionals within the Office of the Chief Information Officer (OCIO). Offices within agencies seeking specific acquisition intelligence, IT acquisition best practices, or subject matter expertise on how to use IT BICs and other contracts should reach out to the ITVMO.



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When should I contact the ITVMO?

The ITVMO is a resource for agencies' IT procurement staff, who should feel free to reach out to ITVMO@gsa.gov at any time. However, agencies might find ITVMO expertise and resources especially helpful when choosing a contract vehicle to support an IT acquisition, when performing market research, or when developing IT procurement strategies.

For more information, please reach out to ITVMO@gsa.gov or visit the ITVMO MAX page at <https://community.max.gov/x/AbtkgQ>.